

Citizen Portal



SECTION 1 – Registration

The link to make an application for Transport will take you to the home page

Select the [register](#) link

Home

Don't have an account? Please [register](#)

Email Address

Password

Login

[Forgotten your password?](#)

Security Details

Complete the Security Details

Email Address

Email Address *

Confirm Email *

Password *

Confirm Password *

Secret Question *

Secret Answer *

Passwords must be a minimum of 8 characters, not longer than 15 characters and must contain a minimum of 2 number(s). Remember that your password is case sensitive.

Answer to your question in case you forget your password

About you

Title *

Forename *

Surname *

Gender *

Contact Details

Enter your Postcode and click

Search

Select your address from the list

If you need help with your address, use the Post Office's [Postcode Finder](#).

Find Address Search

- 25, Milton Road, Clapham, Bedford, MK41 6AS
- 44, Milton Road, Clapham, Bedford, MK41 6AS
- 66, Milton Road, Clapham, Bedford, MK41 6AS**
- 85, Milton Road, Clapham, Bedford, MK41 6AS
- 101, Milton Road, Clapham, Bedford, MK41 6AS
- 110, Milton Road, Clapham, Bedford, MK41 6AS

If you cannot find your address, click

Not able to find your address?

After telling us where you live provide us with at least one telephone number

House Number

House Name

Building Name

Street Name

District / Village

Town

County

Postcode

Country

Find Address

Please supply a telephone number where you can be contacted during normal office hours, if necessary.

Home Phone

Mobile Number

Work Phone

Submit Registration

* Required field

Finally click

Submit Registration

Nearly done...

We've sent you an email containing a link. You'll need to click the link to confirm your email address as your new username.

You will then receive an email

Thank you for registering with the Citizen Portal.

To activate your account we need you to confirm your email address is valid. To do this, click on the link below this will take you to a page where you can enter your password and login.

https://vm2008x64r2/CitizenPortal/Account.Mvc/CompleteRegistration/1116_c24f5101-36c5-4450-853c-3141565009aa

Please note: if you are unable to click on this link, carefully copy and paste the text into your Internet browser.

Kind Regards, Portal Administrator

Click on the link in the email or copy and paste it into your Internet Browser and press enter to confirm your registration

Thank you for registering

Thank you for confirming your email address. Your registration is now complete. When you sign in, use your email address as your username.

 Home

Press the Home icon

Login with the email and password you provided

Don't have an account? Please [register](#)

Email Address



Password



Login

[Forgotten your password?](#)

Login

Enter your Email address and Password and press

SECTION 2 – Homepage

The screenshot shows the homepage of the Citizens Portal. At the top, there is a navigation bar with a 'Home' link, 'My Account', 'Sign Out', and a language selector for 'English/Cymraeg'. Below the navigation bar is a grey banner with the text 'Welcome to the Citizens Portal' and 'Below, you will see a range of services available to you.' The main content area features a grid of ten blue service tiles. Callout boxes are placed over the tiles to highlight specific actions: 'Return to Home' points to the Home link; 'Change your details' points to the My Account link; 'Log out' points to the Sign Out link; 'Apply for Transport' points to the Transport tile; 'Read your messages' points to the Messages tile; and 'Tell us about your family' points to the My Family tile.

Return to Home

Change your details

Home

My Account

Sign Out

English/Cymraeg

Log out

Welcome to the Citizens Portal
Below, you will see a range of services available to you.

Apply for Transport

30 Hour Entitlement

Free School Meals

School Places

Special Educational Needs and Disabilities

Transport

Courses

Funded Early Education for Two Year Olds

Messages

My Family

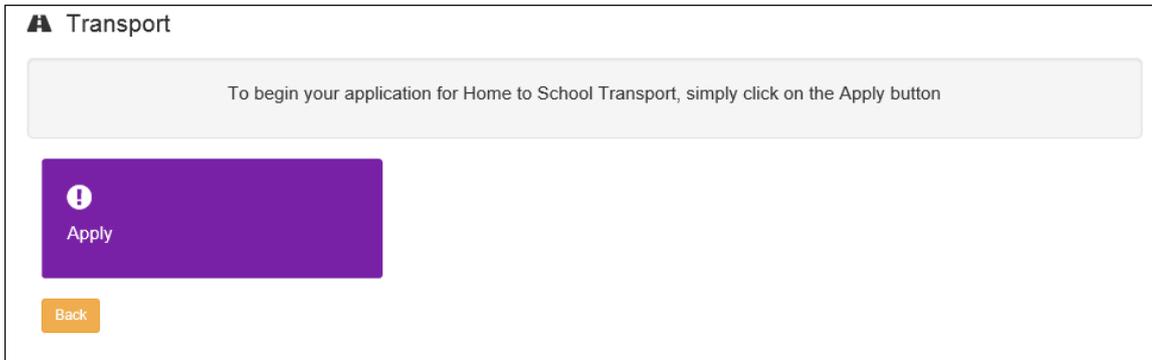
Read your messages

Tell us about your family

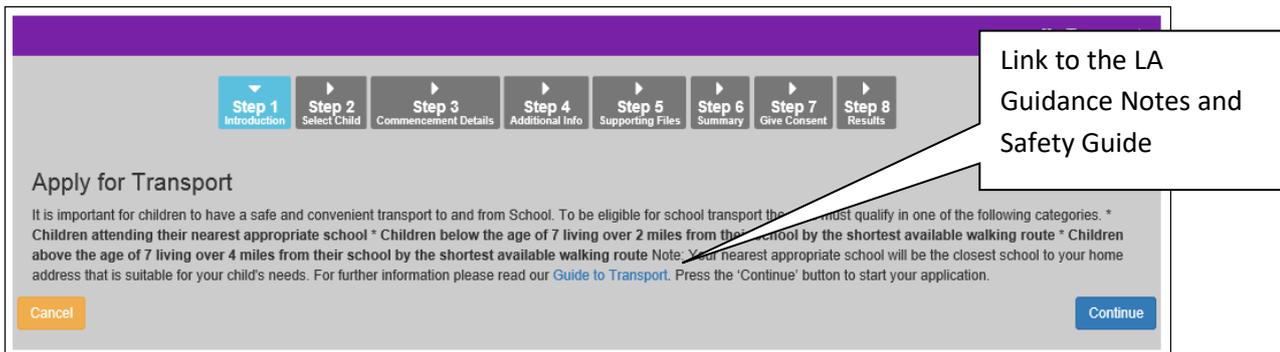
SECTION 3 – Application



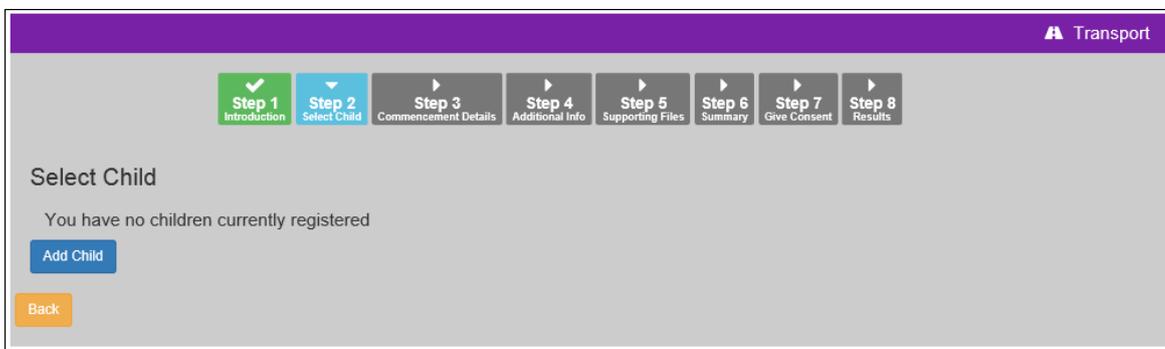
Click the button



Click



Please read the Transport Application information before clicking



If you have used this website before you maybe be presented with details of your children, if this is the first time you have used this site and we have no details about your children click



Add Child

Add a child

Forename *	<input type="text" value="Daisy"/>
Middle Name	<input type="text"/>
Surname *	<input type="text" value="Person"/>
Gender *	<input type="text" value="Female"/>
Date of Birth *	<input type="text" value="31/12/2014"/>
Current School *	<input type="text" value="Sharnbrook School, Odell Road, MK44 1JL"/>
Relationship to Child *	<input type="text" value="Mother"/>

Your relationship to this child (i.e. you are the Father of this child)

Parental Responsibility * Yes
 No

If you have legal responsibility for this child, select Yes

Enter the details of your child

Select the Address for the Child or add a new one

66 Milton Road Clapham Bedford MK41 6AS

Click to add new address

Select if your child has the same address

Click

Select your child from the list

Select Child



Daisy
Person

Sharnbrook School
Date of Birth: 31/12/2014

Enter the Start Date,
select the destination and
reason for application

Commencement Details
Details about the commencement of the transport application.

Date you would like transport to start
01-September-2020

School you are applying for transport to:
Sharnbrook School

Disbursement
x

Special Transport Needs
x

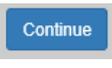
Address that Transport is required from
66, , Milton Road, Bedford, MK41 6AS

If you require transport from an address different than the one above please enter a postcode to search for a different address
Postcode Search

If you are applying for transport for your child under the grounds of low income, click below.
x

If you are applying for Home to School Transport on the grounds of Low Income, then you may also be eligible for Free School Meals. You can make an application for Free School Meals by following this link: [Free School Meals Application](#), or by starting a new Free School Meals application from the home page once you've completed this Transport application.

ADD YOUR OWN QUESTIONS AND SCREENSHOT

Click 

Enter a recent photograph of your child if applying for a pass, by clicking  and navigating to where you have stored the photograph

Attach a recent photograph of Jimmy. This will be used to create a bus pass if your application is successful.

In the photograph, Jimmy must: - Face directly to the front - Have a neutral face (no smiling etc)

Photographs must be: - Less than 1 MB in size - Be approximately 150 * 200 pixels in size



Selected Files:

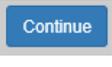
Type of File(s): docx, doc, pdf, jpeg, jpg, png

Max 5 file(s) can be uploaded. Max 10 MB files size is allowed per file.



Selected Files:

Ron.jpg	3.34 KB	
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Click 

Transport

Step 1 Introduction
Step 2 Select Child
Step 3 Commencement Details
Step 4 Additional Info
Step 5 Supporting Files
Step 6 Summary
Step 7 Give Consent
Step 8 Results

Application Summary

Transport Application Summary text.

[Print this page](#)

Claimant Details

Mr Andy Person
 Gender: Male
 Address: 66, Milton Road, Clapham, Bedford, MK41 6AS
 Mobile Phone: 07845487541

Child Details

Daisy Person
 Sharnbrook School
 Gender: Female
 Date of Birth: 31-Dec-2014
 Parental Responsibility: Yes
 Relationship: Mother

Application Details

Application Reference Number: TRA-2009-4E12Q4F3
 Date you would like transport to start: 01-Sep-2020
 Debarment: No
 Special Transport Needs: No
 Transport Destination: Sharnbrook School
 Address that transport is required from: 66, . . , Milton Road, Bedford, MK41 6AS
 I am not applying for Transport on the grounds of Low Income
 Supporting Files: [Ron.jpg](#)

Answers to additional questions

Sample Additional Question (Locally Defined) Details

[Back](#) [Continue](#)

This is your final chance to check that the information you are submitting is accurate before sending

Click [Continue](#)

Step 1 Introduction
Step 2 Select Child
Step 3 Commencement Details
Step 4 Additional Info
Step 5 Supporting Files
Step 6 Summary
Step 7 Give Consent
Step 8 Results

Declaration by Parent/Carer

I agree to notify the County Council - Education Transport and Awards immediately if my child should fail to attend the school for any reason, for any part of the term covered by the award, or if my benefit ceases. I confirm that I am responsible for the child(ren) named on this form and that he/she lives/they live with me. I agree that you can use the information I have provided to process my claim for free school lunches and will contact other sources as allowed by law to verify my initial, and on-going entitlement. I understand that the results of any free school lunch eligibility check may also be used to assess my entitlement to school transport (if applicable). I understand that my application will need to be renewed at the end of the academic year and I agree to provide new evidence of benefit entitlement if I am requested to do so. I will inform you if I change my address.

I confirm that I have read and agree to the declaration.

[Back](#) [Accept](#)

Read the information and select I confirm that I have read and agree to the declaration. before clicking [Accept](#)

Your application is complete click

Finish



Application Complete

Application Reference for your information:

TRA-2009-4E12Q4F3

The application reference above will help us with enquiries - please store it somewhere safe. If you have any further enquiries about your application or would like to take any further action please contact us at: PO Box 244 Shepherds Bush London E1

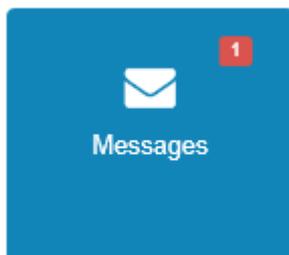
Finish

You can view the details of this application against the child record

A purple rectangular card with a white person icon at the top left. Below the icon, the text reads 'Daisy Person', 'Application Reference Number', and 'TRA-2009-4E12Q4F3'. At the bottom left, there is a green button with the text 'Submitted' and a link below it that says 'View most recent application'.

SECTION 4 – What happens next?

Once the application has been assessed you will receive a message informing you of the outcome of the application and what you need to do next, these can be accessed from the Homepage messages icon



SECTION 5 – Change of details

The screenshot shows the Citizens Portal homepage. At the top, there is a navigation bar with 'Home', 'My Account', 'Sign Out', and 'English/Cymraeg'. Below this is a welcome message: 'Welcome to the Citizens Portal. Below, you will see a range of services available to you.' The main content area features ten blue tiles with icons and text: '30 Hour Entitlement', 'Free School Meals', 'School Places', 'Special Educational Needs and Disabilities', 'Transport', 'Courses', 'Funded Early Education for Two Year Olds', 'Messages' (with a red notification bubble containing the number '1'), and 'My Family'.

[My Account](#)

From the menu at the top of the Homepage click

The screenshot shows the 'My Account' page. On the left is a sidebar menu with options: 'Personal Details' (highlighted), 'Contact Details', 'Change Email Address', 'Change Password', 'Change of Circumstances', 'Two Step Verification', 'Consent History', and 'Withdraw Consent'. The main content area is titled 'Personal Details' and contains the following fields: 'Title' (dropdown menu with 'Mr' selected), 'Forename' (text input with 'Andy'), 'Surname' (text input with 'Person'), and 'Gender' (dropdown menu with 'Male' selected). A blue 'Save' button is located at the bottom of the form.

You can change your details, and tell us about changes in your circumstances

End of document